# i-CAN® 1110SV

By ADB – Advanced Digital Broadcast

USER GUIDE

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# Thank you for purchasing an i-CAN 1110SV!

## SAFETY FIRST

**This digital receiver has been manufactured to meet international safety standards. However, safety precautions must be followed to ensure the safe and reliable operation of the device.**
**Please take note of the following guidelines to avoid the risk of an electric shock.**

Removing the cover of the receiver may lead to a severe and potentially fatal electric shock

This receiver has an external power supply that works in the range 100 to 240V AC, 50/60 Hz. Ensure you plug the power input lead into a standard AC wall outlet, and not any DC power source. Remember that contact with the AC power supply can be lethal. Ensure that all cables, including the power input lead, are inserted properly into the receiver before connecting it to the AC power supply. Similarly always unplug the receiver from the power supply first, before disconnecting cables from the receiver or reconnecting them.
Never attempt to repair or reconstruct the receiver yourself. You can get a serious electric shock if you attempt to open the casing. Be extremely careful if this receiver gets wet for any reason. Immediately unplug it from the mains supply.

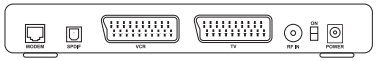
### DO

- If any object falls into the casing, unplug the receiver and have it checked by a qualified technician.
- Allow adequate air circulation around the unit to prevent internal heat build-up. Do not place the unit next to a radiator or any heat source, and make sure that the air vents are left clear.

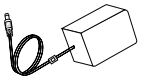
### DO NOT

- Do not expose the receiver to extreme temperatures, direct sunlight, or high humidity.
- Do not place any objects on top of the receiver since that could restrict air circulation.
- Do not place the receiver on fabric furnishings, carpets or other flammable materials.

## UNPACKING YOUR DIGITAL RECEIVER


Receiver

Remote Control

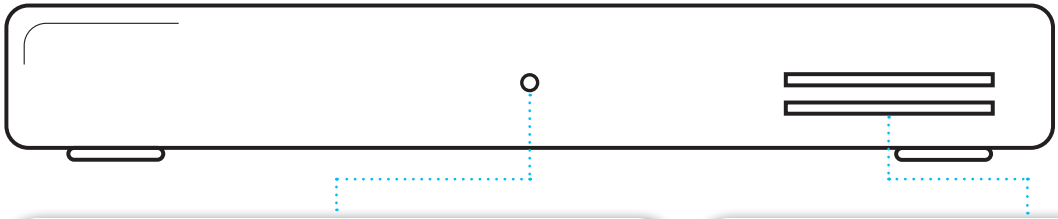

Power Supply

RF Cable

Telephone Cable

Batteries

## FRONT PANEL



### LED INDICATOR

**Green** - operating mode.
**Red** - standby mode.
The LED blinks when your device is receiving signals from the remote control.

### SMART CARD SLOT

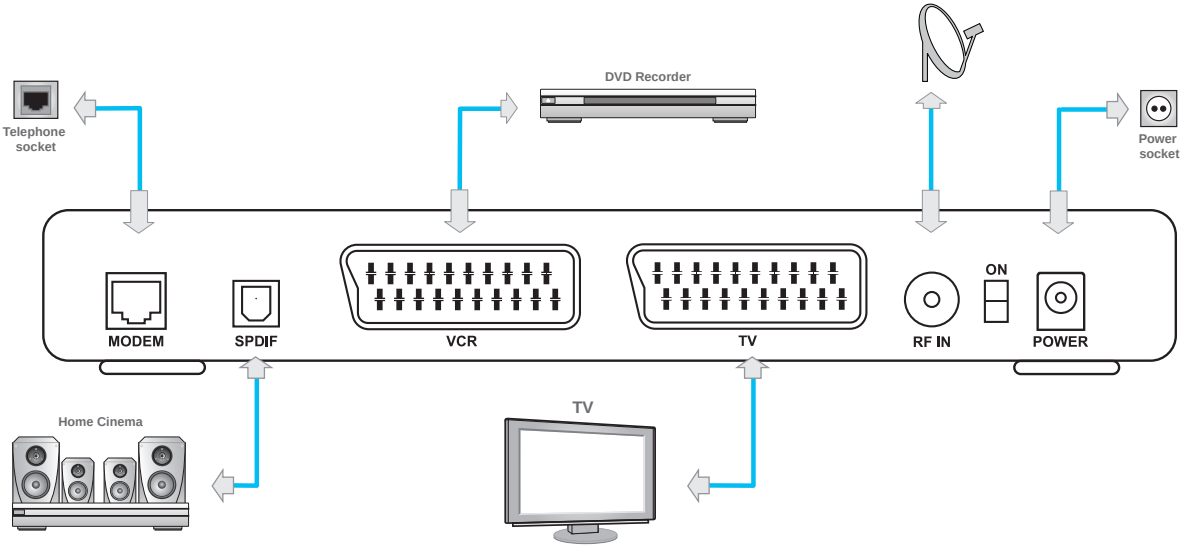
Smart Card allows you to view scrambled TV channels. Gently push the card into the slot. Its chip should face downwards and the symbol of an arrow should face inwards.

Two Nagra Smart Cards (e.g. Mediaset and Pangea) cannot be used at the same time. If you are using two Cards, it does not matter to which slot you place a Card first.

If you are using just one Card, it still does not matter which slot you use.

## BASIC CONNECTIONS

The following connections need to be made in order for the receiver to work properly.




Plug in all cables before connecting the receiver to the power supply. Similarly always unplug the receiver from the power supply first, before disconnecting cables from the receiver or reconnecting them.

# REMOTE CONTROL

| Button | Action |
|---|---|
| STB | Sets the remote control to operate your receiver. |
| TV | Sets the remote control to operate your TV. |
| TEXT | In normal viewing and **Channel Banner** mode, brings up Digital Teletext if available. |
| | Switches your receiver between standby and operating modes. |
| | Navigate through external applications. They are also used to perform a few additional functions in some screens. |
| TV/♪ | Switches your receiver between the TV and Radio modes. |
| MENU | Displays and hides the **Main Menu**. |
| APP | Displays and hides the Applications window. |

| Button | Action |
|---|---|
| DISP | Displays the Options menu with focus on display format option. |
| BACK | In viewing mode, it alternates between the current and previous channel within the same Channel List. In different screens, it returns to the previous screen. |
| EXIT | Returns to normal viewing. |
| | In the Channel Banner, they switch between the current and next program information. In different screens, they highlight items or change values. |
| | In the Channel Banner, they browse through channels. In different menus, they shift highlight. |
| EPG | Displays and hides the Electronic Program Guide. |

| Button | Action |
|---|---|
| | In various menus and screens, it selects the currently highlighted item or confirms your choices.<br>In the Channel Banner, if the OK icon is displayed, it tunes to the channel which name is displayed or sets a Reminder when the information about the next program is displayed. |
| | Switches between the Channel Banner, Channel Banner with Extended Information and viewing mode in a circular manner. |
| | Adjusts the volume level. |
| | Mutes the sound. Pressing this button once again restores the previously set volume level. |

| Button | Action |
|---|---|
| | Tunes to the next/previous channel. In some menus, they scrolls pages up and down. |
| | Allow you to tune to a desired channel, select menu items and enter the PIN code (the default PIN code is 1234). |
| | Displays and hides the window with the currently selected channel list. In this window, you can change channel lists and tune to a desired channel. |
| | Displays the Options menu where you can change audio, subtitle and teletext language as well as display format. You can change an option only if its alternatives are broadcast with a particular program. |

Once you have connected you receiver properly and plugged it to the mains, the LED indicator on the front panel will light up. Then, after a few seconds the Welcome Screen will be displayed on your TV screen. Wait until the Welcome Screen disappears and the Language Selection screen appears.

Note: If you do not select the below items yourself, after 10 seconds, the receiver selects the highlighted item itself and goes to the next step (screen).

## LANGUAGE SELECTION

The Language Selection screen allows you to select the language for any information displayed on the screen.

Press ▼▲ to highlight the on-screen language and press OK to make your selection.

Afterwards, the confirmation screen will appear. Press OK to confirm your choice of the language.

The language selected in this window is also automatically assigned as the language of Primary Audio, Primary Subtitles and Teletext Language. Please note that you can also change the on-screen language in the Language Options screen (Main Menu -> Your Preferences).

## CHANNEL NUMBERING METHOD

You can arrange your channels in two ways:

If you choose Automatic Channel Numbering, the channels will be organized as the broadcaster ordered them (usually thematically).

If you choose Normal Channel Numbering, the channels will be numbered in the order that they are found during the Channel Search process.

If you want to change the default antenna configuration settings, press the red button to open the Antenna Configuration screen. When changing the settings, please remember that at least one LNB must be assigned to Hotbird Satellite (see also page 28).

## CHANNEL SEARCH

After you have selected the numbering method and pressed OK the channel search will start automatically. When this procedure is completed, you will be informed about the total number of channels found. Afterwards, press OK to tune to the first TV channel.

If the channel searching procedure has not been completed successfully, an error message will appear. Then, you can press OK to go back to the Channel Numbering Method or red to enter the Antenna Configuration screen.

## TV SCREEN FORMAT

When you are setting up a new receiver for the first time, by default, the receiver sets TV Screen Format to 4:3. It means that if the screen format of your TV is 4:3, there is no need to modify TV Screen Format setting in the receiver's menu.

However, if the screen format of your TV is 16:9, go to the Main Menu, Installation, Settings, TV Settings and change the TV Screen Format option to 16:9.

## CHANNEL BANNER

The Channel Banner appears at the bottom of the TV screen when you press INFO the button.

The Channel Banner provides you with basic information about particular channels and programs. In the picture on the left you can see items (information) appearing within the Channel Banner.

## BROWSING THROUGH CHANNELS AND PROGRAMS

Browsing through Channels and Programs in the Channel Banner

When you press INFO, the information displayed within the Channel Banner concerns the channel to which the receiver is currently tuned and the program presently broadcast.

Pressing ▼ ▲ makes the receiver enter the browsing mode. It means that it stays tuned to the same channel but the information displayed within the Channel Banner concerns other channels. When the information displayed within the Channel Banner concerns the current channel, the name of the channel is black. When the receiver is in the browsing mode, the name of the channel changes color and the OK icon appears in the Channel Banner.

When the Channel Banner displays the information about the current channel or is in the browsing mode, pressing ◄ ► displays the information about the next program. Pressing ◄ ► once gain displays the information about the current program.

The current program is broadcast with more than one soundtrack. Press OPT to display the Options menu where you can change the audio track.

The channel is locked. To watch this channel, enter the PIN code.

Extended information about a particular program is available. Press INFO twice to display this information.

If you are browsing through channels (using buttons), pressing OK tunes to the channel to which the Channel Banner refers.
If you have displayed information concerning the next program (by pressing ), pressing OK sets a Reminder.

The program is broadcast with the surround sound at the moment or there is an audio track with the surround sound available. To choose the audio with the surround sound, press OPT to display the Options menu where you can change the soundtrack.

Recording Reminder has been set for a particular program.

Viewing Reminder has been set for a particular program.

The program is locked according to the parental settings defined in the For Parents submenu under the Main Menu.

Interactive services are available on this channel. To access them, press the APP button on the remote control. Use the color buttons to navigate the applications.

Teletext is broadcast on the currently tuned channel.

Subtitles are available for the current program. Press OPT to display the Options menu where you can choose the subtitle language.

This channel is scrambled and you need an appropriate Smart Card to watch this channel.

There are some unread messages in your Message Box.

## EXTENDED INFORMATION

The icon displayed in the Channel Banner informs that there is additional information about the program available.

Press the INFO button to display the Channel Banner and press it again to display the Extended Information window. If the information exceeds one page, press the INFO button for the third time to display the next page. To close the Extended Information window, press the INFO button again or EXIT.

The Extended Information window may concern the current program as well as other programs. To display information about other programs, make the receiver enter the browsing mode by pressing ▼ ▲ buttons.

## CHANNEL LIST

When you set up your receiver for the first time or when the factory settings are being restored, the receiver searches for channels. When the procedure of channel search is completed, all the channels found are gathered in the All TV and All Radio lists. You can, however, create additional six TV and six Radio lists where you can group channels you watch most often.

In order to access the lists of channels (either All TV/Radio or your favorite ones), press the LIST button on the remote control. Use the TV/♪ button to switch between Radio and TV lists. If you have defined your favorite lists, you can access them by pressing the ◄ ► buttons.

When you have displayed the desired channel list, select a channel by pressing the or the buttons. You can also press to page the list up and down.

When you browse through channels, the OK icon appears in the Channel Banner but the receiver remains tuned to the same channel.

When you have highlighted the desired channel, press OK to tune to this channel. Press LIST or EXIT to leave the Channel List screen and return to the normal viewing mode without channel change.

## OPTIONS MENU

Press the OPT button to open the Options menu. This menu allows you to change the Audio Language, Subtitle Language, Teletext Language, Display Format and Video Resolution. These options can be changed, if they are available for a particular program. Your new settings of the Audio and Subtitle Language as well as the Display Format take effect immediately and they are remembered until the program ends. When the program ends, the settings revert to their default values. The Teletext Language setting applies to the current channel (not program) and is remembered as long as the receiver is tuned to the current channel. The Video Resolution setting is remembered till the next resolution change.

In the Options window, use buttons to highlight the available options and to change them. Press OK to confirm your choice or EXIT to leave the Options menu without making any changes.

To change these settings permanently, see 'Your Preferences' section on page 16.

## LOCKED CHANNELS AND PROGRAMS

Your receiver allows you to lock channels and/or programs that you, for example, find inappropriate for your children. 'Locking' is carried out in two ways:

- locking whole channels (in Channel Manager)
- setting the age limit according to which programs will be blocked (in For Parents)

Once you have set a blockade, you will have to enter the PIN code every time you attempt to watch a locked channel. To enter the PIN code, use the buttons. If you do not want to unlock the channel, press  to tune to the previous channel or press to tune to another channel.

Locked channels are marked by the icon while locked programs are marked by the icon in the Channel Banner.

When you enter the correct PIN code, the locked channel remains unlocked as long as you are tuned to this channel. If you tune to another channel, the unlocked channel becomes locked again and you will be asked to enter the PIN code every time you try to tune to a locked channel.

To permanently unlock a channel, read 'For parents' section on the next page.

## MAIN MENU

Settings of the Main Menu screen allow you to modify the way your receiver operates.

To access the Main menu, press the MENU button. Then you can navigate using the ▼ ▲ and OK buttons. To return, press BACK. To exit, press EXIT or MENU.

### Viewer Planner

Gives you access to the Recording Timers/Reminers and Viewing Timers/Reminders.

### Channel Manager

Allows you to modify channels. You can, for example, rename, move or skip channels.

### List Organization

Allows you to organize your favorite lists.

### For Parents

Allows you to turn on and off the blockade of the receiver, set the age limit according to which programs are to be blocked and change the current PIN code.

### Your Preferences

Allows you to define on-screen display as well as audio and subtitle languages.

### Installation

Allows you to set up your receiver, modem, search for existing channels, check status of the receiver, and restore the factory settings.

### Help

Gives you access to the information concerning the basic functions of your receiver.

## VIEWER PLANNER

When you select Viewer Planner from the Main Menu, you get access to the list of Timers and Reminders, which have already been set.

They are notifications set up in order to inform you about the coming time during which you want to view/listen to or record the TV or Radio content.

There are two kinds of Timers/Reminders:

- viewing – you will be informed about the coming viewing/ listening time
- recording - you will be informed about the coming recording time

Reminders are notifications set up in order to inform you about the coming programs you want to watch/listen to or record.

In the Viewer Planner screen you can modify or delete Timers and/ or Reminders.

To modify a Timer/Reminder, highlight the desired Timer/Reminder and press the ▶ button.

If you want to delete a Timer/Reminder, press the ◀ button.

## CHANNEL MANAGER

When you select Channel Manager from the Main Menu, you can define the content of individual channel lists as well as modify channels belonging to individual lists. The Modify option allows you to perform a number of operations relating to channels of the currently selected channel list.

Within All TV list you can perform operations such as: Lock, Move, Skip, Rename, Hide and Restore Channels.

Within your favorite lists you can perform operations such as: Add, Delete, Move, Skip, Rename and Lock Channels.

Please note that when a selected list is empty, only the Add Channels option is active.

### Add Channels

You can create up to 6 TV and up to 6 Radio lists with your favorite channels.

### Delete Channels

In the Delete Channels submenu you can select the channels you want to delete from your favorite list(s).

### Move Channels

You can change the order of channels within the All TV/Radio and your favorite channel lists.

## Skip Channels

In the Skip Channels submenu you can select the channels you want to skip when changing channels by means of buttons or when browsing in the Channel Banner. You can, however, tune to the skipped channels by entering their numbers using the buttons or selecting them from the Channel List window.

## Hide Channels

In the Hide Channels submenu you can select the channels you want to hide from the All TV or All Radio list. If you hide channels, you will not be able to tune to these channels as long as you restore them.

## Restore Channels

In the Restore Channels submenu you can bring back the channels you have previously hidden from the All TV or All Radio list.

## Rename Channels

In the Rename Channels submenu you can change names of channels within a selected channel list.

## Lock Channels

In the Lock Channels submenu you can select the channels you want to lock. Once you have locked a channel, you will have to enter the PIN code every time you attempt to watch this channel.

## LIST ORGANIZATION

In the List Organization submenu you can Rename, Reorder, Add or Delete your favorite lists. In the Main Menu, after highlighting the List Organization item and pressing the button, the TV List Organization window will be displayed. This window contains favorite lists you can manage. If you want to manage Radio lists, press the button to change the mode. If you press this button once again, the mode will return to TV mode.

## FOR PARENTS

By means of the For Parents settings, you can block programs which you, for example, find inappropriate for your children.

Please note, that Parental Level and Lock Channels settings take effect only when Receiver Lock is switched to Yes. If Receiver Lock is set to No, access to all channels, programs and all of the receiver's functions is unlimited.

Once Receiver Lock has been set to Yes, you will need to enter the PIN code every time you want to watch locked programs and/or channels. The default PIN code is 1234, but you can easily change it using the Change PIN Code option.

To gain access to the For Parents menu for the first time, you need to enter the PIN code (1234) since, by default, the Receiver Lock option is set to Yes.

In order to add or delete channels to/from a list, go to the Channel Manager under the Main Menu.
You can create up to 6 favorite TV lists and up to 6 favorite Radio lists.

## Receiver Lock

To open the Receiver Lock window, highlight the Receiver Lock item under the For Parents submenu and press OK.

The Receiver Lock screen contains only the Receiver Lock option. If this option is set to Yes, performing some actions is protected by the PIN code, e.g.

- getting access to the For Parents submenu
- tuning to locked channels
- tuning to parentally locked programs (locked by means of Parental Level)
- setting every Recording Timer or a Recording Reminder for a program broadcast on a locked channel or program which content is block by the Parental Level settings
- locking channels under Channel Manager

If you switch the Receiver Lock option to No, the operations listed above are no longer protected by the PIN code and thus access to all the receiver's functions is unlimited.

## Parental Level

To open the Parental Level window, highlight the Parental Level item under the For Parents submenu and press OK.

This screen lets you define the age level according to which programs will be blocked. It means that viewing of every program which rating exceeds the defined age level will require entering of the PIN code. For example, if you set Parental Level to 7 Years, all programs unsuitable for viewers under 7 years old will be protected by the PIN code.

In order to change Parental Level, press the ◄ ► buttons until the age level you are interested in is displayed. Then, press OK the button to confirm your setting.

If you want to lock whole channels, you can do this in the Channel Manager submenu.

## Change PIN Code

To open the Change PIN Code window, highlight the Change PIN Code item under the For Parents submenu and press OK.

In the Change PIN Code screen you can change your PIN code. To do that, using the keys, enter the current PIN code once, and a new PIN code twice.

As a new PIN code, it is advisable that you choose a number which you can easily remember. The default PIN code is 1234.

# YOUR PREFERENCES

By means of the Your Preferences settings you can change Display and Language Options. To get access to the Your Preferences screen, highlight the Your Preferences item under the Main Menu and press OK.

## Display Options

To open the Display Options window, highlight the Display Options item under the Your Preferences submenu and press OK.

The Display Options screen allows you to define some options related to displaying information on the screen. Using the buttons highlight the option you want to change. Use the buttons to change values of the highlighted option. To confirm the settings, press the OK button.

**Channel Banner Duration** - defines how long the channel information remains displayed after tuning to another channel.

**Volume Bar** - if you set "Yes" then the volume bar is displayed when you press VOL

**Application AutoSTART** - if you set "Yes" external applications available on a particular channel start automatically. It may, however, happen that some applications do not have an 'autostart' option assigned and they will not start automatically (regardless of the receiver's setting).

**Radio Picture**

Black - When you tune to a Radio channel (by pressing TV/♪), the TV screen is black.

Fancy -When you tune to a Radio channel (by pressing TV/♪), a picture is displayed on the TV screen.

**Radio Label**

Yes - When the receiver is tuned to a Radio channel, the label with the radio name is displayed on the screen.

No - When the receiver is tuned to a Radio channel, the label with the radio name is not displayed on the screen.

## Language Options

The Language Options screen allows you to select options concerning preferred languages.

To open the Language Options window, highlight the Language Options item under the Your Preferences submenu and press OK.

Using the buttons highlight the option you want to change. Use the buttons to change values of the highlighted option. To confirm the settings, press the OK button.

**On-screen Language** – specifies the language in which all the menus and screens are displayed.

**Primary Audio** – specifies the first choice of language you would like to use for your audio soundtracks.

**Secondary Audio** – specifies the second choice of language you would like to use for your audio soundtracks (when the Primary Audio Language is not available).

**Subtitles** – specifies whether subtitles are displayed (if available).

**Primary Subtitles** – specify the first choice of language you would like to use for your subtitles.

**Secondary Subtitles** – specify the second choice of language (when the Primary Subtitles are not available) you would like to use for your subtitles .

**Teletext Language** – specifies the language of teletext.

# INSTALLATION

The Installation submenu allows you to:

- configure TV, system and modem settings
- update or reinstall channel lists
- check the signal quality
- get some basic information concerning the system and loader
- download new software versions if available
- restore all factory settings of your receiver

## Settings

The Settings submenu consists of following items: TV Settings, System Settings, Modem Settings and Modem Diagnostics.

## TV Settings

The TV Settings screen contains the following options:

**TV Screen Format** – The TV Screen Format option should be set to correspond with the format of your TV screen. The default TV Screen format is 4:3.

**Display Format** - If your TV screen format is different than the format of the program currently broadcast, you can choose the way the picture is 'transformed'. You can choose between Full Screen, Letter-Box and Pan-Scan.

**TV SCART Output** – If your TV does not support the RGB color model, you can switch to CVBS.

Video Standard - This option informs you about the video standard supported by the receiver.

## System Settings

The System Settings screen contains some of the configuration parameters you may want to change. They are as follows:

**Default CA System** – This option is inactive.

**Dolby Digital** - If you want to enjoy the surround sound and you are using a Dolby Digital device (e.g. Home Cinema system), set the Dolby Digital option to Yes.

Note: If you set this option to Yes, the sound will only be available on the S/PDIF.

**Auto Upgrade in Standby** – If this option is set to Yes, and you switch your receiver into standby mode, after about one hour, the receiver will check whether a new software version is available. If a new software version is detected, the upgrade is carried out automatically.

If you set the Auto Upgrade in Standby option to No, the upgrade process is not carried out automatically and you will be informed about the upgrade possibility once you have switched on your receiver.

**Auto Upgrade in Operate** – If this option is set to Yes, the receiver checks for new versions of software also in operate mode. When the process of checking is initiated, you are informed about it by means of suitable messages appearing on the screen. You can define the time and frequency of these checks by means of the Check Time and Check Repeat options.

**Check Time** – This option allows you to specify the time when you want your receiver to check for upgrades in operate mode.

**Check Repeat** – This option allows you to choose how often you want your receiver to repeat the checks for upgrades in operate mode.

**Channel Numbering** – Displays information about the way channels are numbered. This message is for the informative purpose only and it cannot be modified.

## Modem Settings

Your receiver is equipped with an internal modem which is a return channel allowing you to use interactive services such as voting, t-commerce (purchases through TV) or playing games.

To set up your modem parameters, use the buttons of your remote control and the buttons which are presented at the bottom of the screen.

The virtual keyboard can be opened by pressing the button on your remote control.

If you want to delete characters in the entry box, highlight the character you want to delete by pressing the buttons and press the button. Once you have set up your modem, press to confirm the settings.

## Modem Diagnostics

The Modem Diagnostics screen allows you to check the modem connection. If any problem is detected, an appropriate message is displayed. When no problems are detected, you can check if the modem is properly connected by following the instructions displayed on the screen.

## Signal Meter

This screen displays the signal strength and quality. The displayed data concerns the currently tuned channel.

## Antenna Configuration

In the Antenna Configuration screen you can adjust the settings of your antenna. If you have a single LNB installation choose Off in the Antenna Control option. However, if you have more advanced installation than depending on its type and LNB type you can choose between DiSEqC and Unicable control.

**Unicable**

For Unicable control you have to set the following options:

Unicable Channels - select the number of channels of your Unicable LNB. You can choose between 4 and 8.

Channel Number - select the appropriate output number of the LNB your receiver is connected to.

Unicable Channel Frequency - once you select the Channel Number the receiver assumes standard frequency for this number. However, you can change it by editing this option.

When changing the settings, please remember that at least one LNB must be assigned to Hotbird Satellite.

## Channel Search

In the Channel Search window you can update and reinstall channel lists as well as search for channels manually.

If you select the Update Channel Lists option, your favorite channel lists remain intact and all the newly found channels are added to the All TV/Radio list.

If you select the Reinstall Channels Lists option, the existing channels are replaced with newly found ones. It also means that all the changes made in List Organization and Channel Manager, e.g. channel locks or favorite lists content are canceled.

Please note that if you choose the Reinstall Channels Lists option, you will be asked to choose the way channels are to be numbered.

By means of the Manual Channel Search you can look for channels broadcast on different frequency range than the default one.

## Receiver Status

The Receiver Status submenu gives you access to CA (Conditional Access) Information, System Information, Loader information and TiVu Information.

The Receiver Upgrade function allows you to start the downloading the newest software version for your receiver, if available.

Under the TiVu information you can find your Smart Card Number and conditional access version.

### Factory Reset

Performing Factory Reset causes that all the receiver's default (factory) settings are restored. Therefore all the changes you have made after turning the receiver on for the first time are canceled.

If you select Yes in the Factory Reset screen and press , the factory settings of your receiver are restored and the first-time installation process is started.

## HELP

The Help menu provides you with some basic information on actions of the remote control buttons as well as information about functions of the receiver.

If the upgrade of the receiver's software has been performed, you can learn about the new features in the What is New? window.

## ELECTRONIC PROGRAM GUIDE

The Electronic Program Guide (EPG) provides you with an on-screen TV schedule and information about current program content. Please bear in mind that this information is available only if provided by the broadcaster.

To access the Electronic Program Guide press EPG on your remote control. Use the ◄ ► buttons to navigate through the days of the week and the ▼ ▲ buttons to scroll through the program list for a particular day.

Using the red and green keys allows you to scroll up and down the entire page.

Pressing the yellow key allows you to select the category/subcategory of the programs to be displayed.

## MAINTENANCE

From time to time you may wish to clean your receiver.
First disconnect the receiver from the power supply and then use a soft, dry cloth. For very dirty surfaces, dip the soft cloth in a weak soap-and-water solution and wring well. Then dry off with a soft, dry cloth. Never use alcohol, paint thinner, or any chemically treated cloth, to clean your receiver. Such chemicals may damage its finish.

## BEFORE REQUESTING SERVICE

If you have a problem, please check the table below for a possible solution. If you cannot find the solution there, we suggest you next consult the Help section at www.i-can.tv before calling your vendor's service department. Some simple checks or minor adjustments may fix the problem and restore full service, since most faults are quite trivial. The most common problems are related to cable connections. Make sure first that your receiver is properly connected. To ensure that all the cables are in their place, disconnect and connect them again.
However if none of the remedies indicated in the table or on our website solves the problem, consult your vendor.

## TROUBLESHOOTING

### General issues

| Symptom | Solution |
|---|---|
| - The standby indicator on the receiver's front panel does not light up. | • Check that the wall socket is supplying power. Then the LED on the receiver's power plug should light up green.<br>• Check that the power cable is switched on.<br>• Check that all the cables are correctly connected and the ON/OFF button on the rear side of the receiver is switched ON. Disconnect these cables, and then connect them again to ensure they are in place. |
| - The standby indicator on the receiver's front panel is red. | • Your receiver is in standby mode, so just press the button on your remote control to take the receiver into full operational mode. |
| - Your remote control fails to operate your receiver. | • Make sure your receiver is in operate mode.<br>• Make sure that you are pointing your remote control at the receiver's front panel.<br>• Check the batteries in your remote control.<br>• Make sure that the receiver is not exposed to direct sunlight.<br>• If these measures do not work the problem may be caused by a temporary transmission error, or some of your receiver's software settings may have been lost. Try switching off your receiver at the power source and switch it back on after a few seconds. |
| - Your receiver fails to descramble pay-tv channels | • If the error message says, "card not activated", please contact your pay-tv service provider.<br>• Make sure your smart card is properly inserted into the slot. The chip should face downwards and the symbol of an arrow should point inwards. |

## Installation issues

| Symptom | Solution |
|---|---|
| - You cannot find channels. | • Make sure that your satellite dish is directed towards the Hot Bird Satellite.<br>• Check that the satellite dish cable is properly connected.<br>• If you cannot resolve the problem easily, you may need to have your satellite dish and installation tested by a professional. |

## Audio and video issues

| Symptom | Solution |
|---|---|
| - The picture on your TV screen changes color. | • Your receiver has lost some of its software settings. Switch your receiver off and then back on after a few seconds. If the problem persists, contact your vendor.<br>• This may happen after a power-cut, or after your receiver has been disconnected from the power source. |
| - Blocks appearing in the picture on the screen. | • The signal is too weak or is defective, which could be due to bad weather conditions. Try adjusting the position of your antenna, or wait for the signal to be re-established. |
| - Your TV is blank or 'snow' appears on the screen. | • Make sure your TV is set to receive the signal from the appropriate input. |

## Audio and video issues

| Symptom | Solution |
|---|---|
| - Your TV is blank or 'snow' appears on the screen. | • Your receiver may be in standby mode (if the LED on the front panel is red). Press the button to turn your receiver back to operation mode.<br>• Alternatively some of the connections may have worked loose. Check that all the connections are made properly. Then turn the receiver off and after a few seconds turn it on again. |
| - The picture appears to be either 'squashed' or cut off at the top and bottom of the screen. | • The Display Format in the Options menu has not been set to match your TV. Try a different setting. |
| - There is no sound. | • Check whether your receiver is in Mute mode. If it is, use your receiver's remote control and press the volume up button.<br>• Check whether the volume on your receiver or TV is sufficiently high. Press the volume buttons on the remote control of your receiver or of your TV set.<br>• Check that the receiver is properly connected to your TV or your sound system. Some connections may have worked loose. |
| - There is no stereo sound on your Hi-Fi system. | • Make sure that the SPDIF cable are correctly connected to the receiver and to the TV set. |
| - You cannot get the surround sound | • Make sure that the program you are watching is broadcast in DOLBY SURROUND mode, indicated by the DOLBY icon.<br>• Check your SPDIF audio cable is well connected between your receiver and the Home Cinema central unit.<br>• Check in the Menu - Settings - Audio Mode, that you have selected the surround sound audio option. |

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**IMPORTANT INFORMATION FOR THE END USER RELATED TO THE WEEE DIRECTIVE 2002/96/CE AND 2003/108/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL REGARDING WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT (WEEE).**

**The crossed-out wheeled bin symbol attached to this product means that the product is covered by the European Directive "WEEE" 2002/96/EC and its later amendment 2003/108/EC.**

**To protect the natural environment, for the future disposal of this product, please act according to your local rules and do not dispose of your old product with your normal household waste.**

**It is necessary to return the waste to a WEEE collection point licensed by Public Administration. It is also possible to return the item to a dealer if you are buying similar equipment.**

**The above directive states that economic penalties will be imposed for an irregular disposal of WEEE (Waste of Electric & Electronic Equipments).**

**CONFORMITY DECLARATION**
**The CE symbol placed on this digital receiver i-CAN 1110 SV guarantees the conformity to European Directives:**

**2004/108/EC - Electromagnetic Compatibility Directive**
**2006/95/EC - Low Voltage Directive**
**2002/95/EC - RoHS EU-Directive**
**2002/96/EC and 2003/108/EC - WEEE EU-Directives**
**93/68/EEC - CE marking**
**EN 50419:2006 - WEEE marking**
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**USER GUIDE**